

APP3 – Patient Questionnaire Results (ES8.3)

Pharmacy – please complete ALL sections below and return to the PCT at least 14 days prior to your visit date – be sure to include a copy of the Patient Questionnaire.

Pharmacy Name	iPharm UK Limited
Pharmacy Address	Unit 4a, 11 Jameson Road, Aston, Birmingham, B6 7SJ

Completed by (Please PRINT)	Nadim Tahir
Position	Pharmacy Manager
Signature	<i>Nadim Tahir</i>
Date	30/03/2016

Number of questionnaires distributed	500
Total number of completed questionnaires returned	146

Areas where the pharmacy is performing strongly	Brief comments
1. On time deliveries	Patients mentioned that they were very rarely in a position where they were out of their medication.
2. Communication	Patients were happy with the level of communication, and found the new leaflets with their medication useful. These leaflets give them information about ensuring their exemption status is up to date (if applicable), and the procedure for if they have received too much of a particular medication.
3. Staff friendliness	Patients have made positive comments about the members of staff that deliver their medication and answer their phone queries. Time and effort has been spent on designing a staff uniform to help to professionalise the business. This has been well received.

Areas where the survey identified the greatest potential for improvement	Brief comments on action being taken to improve performance
Patients felt that iPharm deliveries throughout the day meant that they would consistently miss deliveries due to them being at work. Some patients also requested if their delivery could always be at a certain time of the day. Others said that they were receiving their deliveries too late in the day, which is problematic during the winter months.	Logistically, it is very difficult to deliver at exact times, however a time-slot system is being considered. Patients who are not in during the day are having notes attached to their bag labels to prompt the drivers to deliver after 6pm. An additional part time member of staff has been recruited to help with deliveries later on in the day in order to ensure that patients receive their medication earlier.